



Special Bulletin: Government Restrictions - Latest Information

BILD Alberta continues to assess the recent restrictions implemented by the Government of Alberta and seek clarity on the specifics. Due to the overwhelming amount of inquiries Alberta Health Services is receiving, it may be difficult to get all of industry's questions answered in a timely manner. BILD Alberta will continue to update members as more information is made available.

The following is BILD Alberta's current understanding / interpretation of the rules and some general recommendations for member companies. It is not BILD Alberta's intent or role to mandate requirements to members. The goal is to provide member companies with the necessary information to help them navigate current restrictions.

It is recommended all members review the province's [Enhanced Public Health Measures](#) and regularly check their [COVID-19 page](#) for new information.

Implementing enhanced protocols has and will continue to be critical in protecting employee and customer health while allowing the construction industry, showhomes and other operational areas to continue through this period.

Showhomes / Design Centres / Sales Centres

Showhome viewings can be held by appointment-only and are limited to people from the same household unit or two people from a cohort. Where possible, limit to two family-unit members at a time.

This is not a BILD Alberta mandate. This is the directive Alberta Health Services and Municipal Affairs provided BILD Alberta on November 26th. We have not received any information indicating further restrictions at this time but continue to seek further clarity.

General recommendations for showhome operations include:

- Implement a COVID screening / questionnaire for staff and any customers.
- Staff and customers to wear masks and maintain 2 metres of physical distance at all times.
- Showhomes can be staffed but it is recommended showhome door remained locked at all times.
- Post a sign on showhome door to inform interested homebuyers that they must call to schedule an appointment and that walk-ins are not permitted at this time.
- Limit appointments to two family-unit members at a time.
- Update showhome information on website to inform viewings are by appointment only.

- Ask anyone entering to sanitize their hands.
- Space appointment times between clients to ensure service areas and equipment can be properly cleaned and disinfected, as necessary.
- Remove non-essential high-touch items like brochures.
- Increase daily cleaning and disinfection of common areas.

Construction / Renovations

Construction remains an essential service and we are not aware of any additional restrictions at this time. We continue to request guidance from Alberta Health Services to determine if there have been any changes. In order to keep construction operational, it is recommended member companies undertake enhanced safety protocols. [Examples are listed under Member Shared Resources.](#)

General recommendations include:

- Develop formal COVID safety protocols and keep copies of this plan on-site should you be contacted by Alberta Health Services.
- Implement a COVID screening / questionnaire for staff and any customers.
- Staff and customers to wear masks and maintain 2 metres of physical distance at all times.
- Masks worn at all times.
- Limiting number of trades onsite at a given time.
- Hand washing stations / enhanced cleaning protocols.
- Limit interactions with any residents.

Warranty Inspections / Repairs

Our understanding is that these would fall under home maintenance and repairs which are exempt under the current 'gathering restrictions'.

General recommendations include reverting to any additional protocols that would have been used in March / April. (Examples are listed under Member Shared Resources.):

- Develop formal COVID safety protocols and keep copies of this plan on-site should you be contacted by Alberta Health Services.
- Implement a COVID screening / questionnaire for staff and any customers.
- Masks should be worn at all times.
- Maintain physical distancing of at least 2 metres.
- Limiting number of trades onsite at a given time.
- Introduce enhanced cleaning protocols.
- Limit interactions with any residents.

Sales Process / Finalization

Our understanding is that moving customers through the sales process would be classified as a 'professional service' with a requirement that in-person meetings be appointment only. Where possible, it is recommended meetings should be held virtually and utilize electronic documents and signatures.

General recommendations for enhanced safety protocols for any in-person meetings include:

- Develop formal COVID safety protocols and keep copies of this plan on-site should you be contacted by Alberta Health Services.
- Implement a COVID screening / questionnaire for staff and any customers.
- Masks worn at all times.
- Maintain at least 2 metres physical distancing.
- Staff and customers to sanitize hands prior to meeting.

- Introduce enhanced cleaning protocols for any meeting space.

Offices

The Government of Alberta has imposed a mandatory work-from-home restriction unless the employer requires an employee's physical presence for operational effectiveness. This will come into force on December 13th.

While construction is deemed an essential service, the government has clarified that this does not mean office staff are necessarily exempt from this requirement.

We are not aware of any firm definition for 'operational effectiveness' at this time but assume it could require employers to provide sound rationale as to why an employee(s) cannot perform their duties while working from home.

General recommendations include:

- Prepare documentation and supporting information that outlines rationale for any employees required to remain in the office. Keep this on-hand in the event you are contacted by Alberta Health Services.
- Prepare a COVID safety plan for staff that remain in office and keep it on-hand.
- Remaining staff will be required to wear a mask except when they are alone in a cubicle or office.

We continue to monitor this item closely and seek further clarification from Alberta Health Services.

Financial Resources for Businesses

- [Small and Medium Enterprise Relaunch Grant – Government of Alberta](#)
- [Various Federal Government Financial Support Programs](#)

Questions? Contact [BILD Alberta Executive Director Scott Fash](#).